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VIVE

User guide

Contents

Base stations

About the VIVE base stations

✎ The hardware may be purchased separately from the Accessories tab on www.vive.com/
product/.

📢 ▪ The base stations beam signals to the headset and controllers. Do not cover the front panel
with any material.

▪ When the base stations are turned on, they may affect some nearby infrared sensors, such as
those used by an IR TV remote control.

1	Status light
2	Front panel
3	Channel indicator (recessed)
4	Power port
5	Channel button
6	Sync cable port (optional)
7	Micro-USB port (for firmware updates)

! ▪ Do not attempt to pry open the base stations as doing so could injure you or damage the
product.

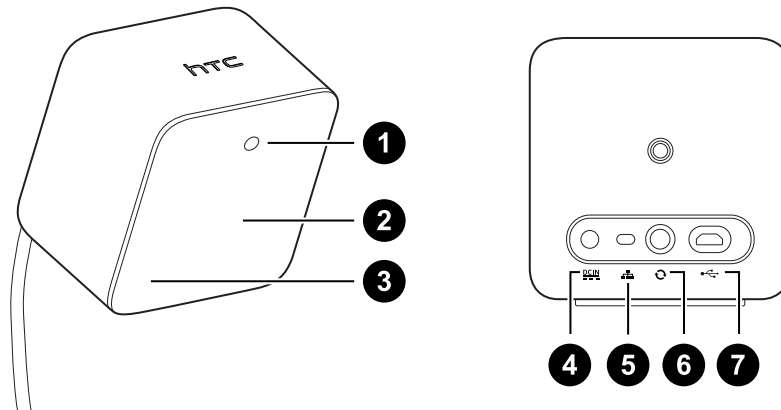▪ If the front panel is cracked or damaged, stop using the base stations.

Installing the base stations

> The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Before installing the base stations, decide first whether you want to set up a room-scale or seated/standing-only play area. See Planning your play area on page 62.

> During unboxing, remove the thin film that covers the front panel of the base stations.

1. Mount the base stations diagonally at opposite corners of your space.

   For details on how to use the mounting kit, see Using the mounting kit on page 51.

   You can also use tripods, light stands, or cargo poles when mounting the base stations, or even place it on stable book cases. Just avoid using unstable mounting solutions or surfaces that are prone to vibration.

2. Adjust the base stations so that the front panels are facing toward the center of the play area.

3. Attach the power cables to the base stations, and then plug them each into a power outlet to turn them on. The status lights should be green.

4. Connect the base stations and set the channels.

> For details on how to order the sync cable, contact customer care.

Without the sync cable	Press the Channel buttons at the back of the base stations so that one base station is set to channel "b", while the other is set to channel "c".
With the sync cable (optional for added reliability)	Press the Channel buttons at the back of the base stations so that one base station is set to channel "A", while the other is set to channel "b".
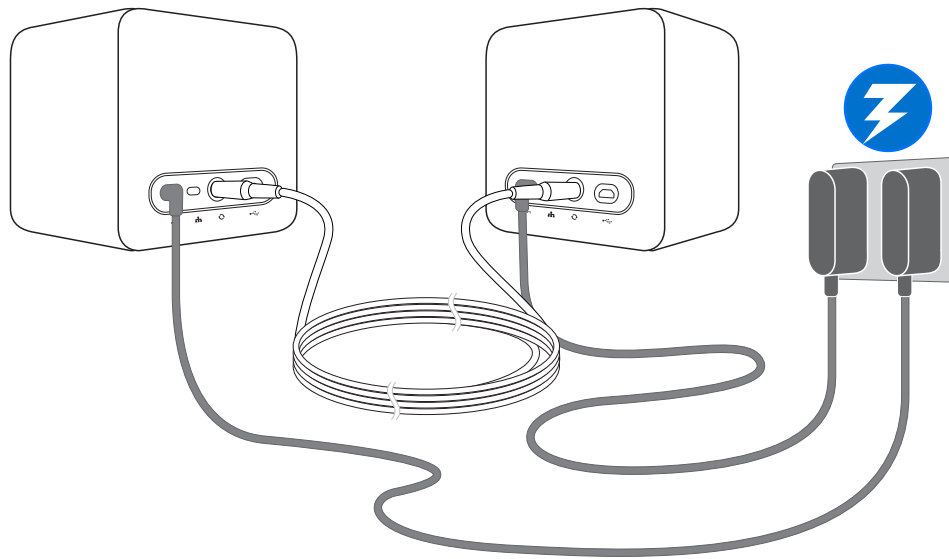
Once turned on, do not move or adjust the angles of the base stations as it could disrupt the tracking process. Otherwise, you will need to set up the play area again.

Tips for setting up the base stations

The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

You may set up the base stations in a way that's suitable for your place. For best results, you may follow these recommendations:

- Mount the base stations diagonally and above head height, ideally more than 2 m (6 ft 6 in).

- Secure the base stations in a location where they can't be easily jostled or moved.

- Each base station has a 120-degree field of view, so it's ideal to adjust its angle between 30 and 45 degrees to fully cover your play area.

- For optimal tracking, make sure that the maximum distance between the two base stations is 5 m (16 ft 4 in).
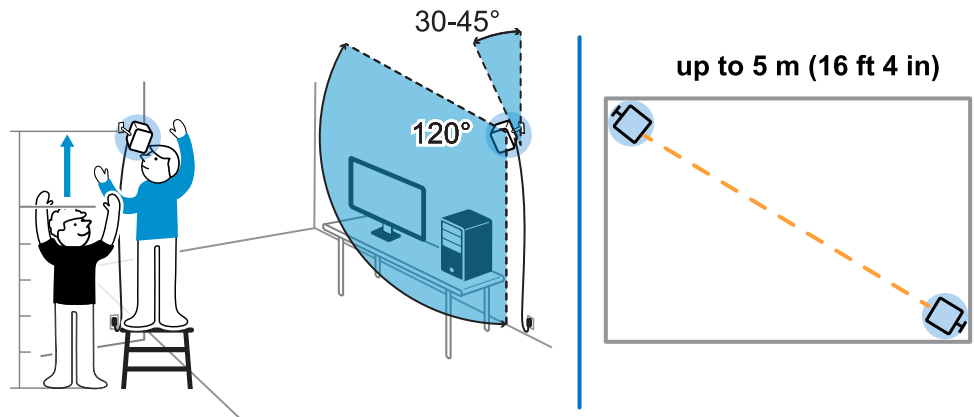
- Avoid setting up in an area with bright light, which may negatively affect the performance of the base stations.

Using the mounting kit

For best results, install the base stations using a mounting kit. If you previously bought first-generation VIVE hardware, the mounting kit is provided as an in-box item. Otherwise, you can separately purchase a similar mounting kit from a third-party supplier.

> You will need a screwdriver or drill to install the mounts. Ask a professional for help when using power tools.

1. Mark where you want to install each of the mounts on your wall, and then screw the mounts in.

   When mounting on concrete or drywall, first drill ¼ inch holes and insert anchors before screwing mounts in.

2. Rotate the base station to screw it onto the threaded ball joint. Do not screw the base station all the way in, only enough to be stable and oriented correctly.

3. Tighten the wingnut to the base station to secure it in place.

4. To adjust the angle of the base station, loosen the clamping ring while carefully holding the base station to prevent it from falling.

5. Tilt the base station toward the play area.

   Make sure it has an unobstructed view of the other base station. Each base station has a 120-degree field of view. They should be angled down between 30 and 45 degrees.

   To fix the angle of the base station, tighten the clamping ring back in.

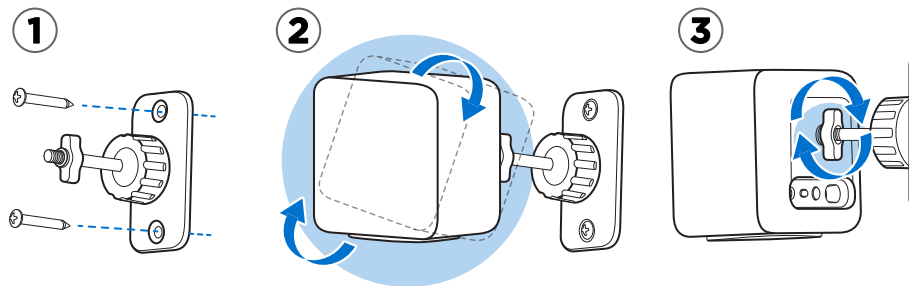6. Attach the power cable to each base station.
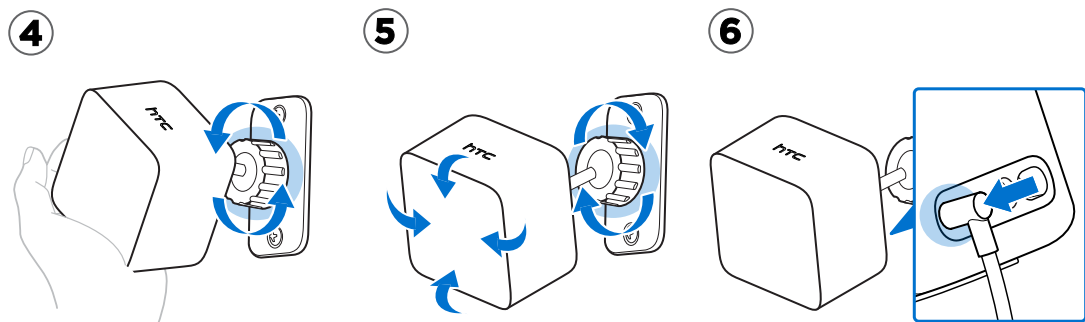
Updating base station firmware via cable connection

The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.

2. If you see the [icon], mouse over it to check if the firmware is out of date. If so, click **Update Device**.

3. Unplug the base stations from their power adapters, and then carefully unmount them.

4. Using a micro-USB cable, connect the base stations to one of your computer's USB ports one at time.

5. While pressing the Channel button at the back of the base station, plug in the base station's power adapter.

    Once the base station is detected by the SteamVR app, the firmware update will start automatically.

    ! Do not unplug the micro-USB cable or power cable before the firmware update is complete. Doing so could result in a firmware error.

6. When the update is complete, click **Done**.

Updating base station firmware via Bluetooth

The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.

2. Click ☰ > **Devices** > **Bluetooth Settings** > **Enable Bluetooth** .

If the Bluetooth driver for the link box needs to be updated, click **Update Bluetooth Driver**. After installing the Bluetooth driver, restart the computer and relaunch the SteamVR app.

3. Do one of the following:

    ▪ Click ☰ > **Devices** > **Update Device**, and then select the base stations.

    ▪ If you see the [icon] icon, mouse over it to check if the firmware is out of date. If so, click **Update Device**.

4. Follow the onscreen instructions to complete the process.

    ! Do not unplug the power cable before the firmware update is complete. Doing so may result in a firmware error.

What does the status light on the base stations mean?

> The hardware may be purchased separately from the Accessories tab on www.vive.com/ product/.

The status light shows:

- Green when the base station is in normal mode
- Blue when the base station is waiting to stabilize. If it remains in this state, check if it is mounted securely or on a surface that's not prone to vibration.
- Dim green when the base station is on standby
- Purple when the base stations are trying to sync
- Blinking purple when syncing is blocked. If you're connecting the base stations wirelessly, you may need to use the sync cable. See Do I need to use the sync cable? on page 54.

What should I do if any of the base stations is not detected?

> The hardware may be purchased separately from the Accessories tab on www.vive.com/ product/.

Try the following methods to troubleshoot the issue:

- Turn the base station off and on again.
- Make sure that you've installed your base stations correctly. For details, see Installing the base stations on page 48.
- If the base stations have trouble wirelessly syncing with each other, there might be an obstruction in your play area. Check if using the sync cable would solve your issue. For details, see Do I need to use the sync cable? on page 54.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the SteamVR Troubleshooting page.

Can I use the older version of the base stations together with SteamVR Base Station 2.0?

> The hardware may be purchased separately from the Accessories tab on www.vive.com/ product/.

No, they are not compatible. SteamVR Base Station 2.0 has a different method of syncing. Use only the same versions of the base stations in your play area so that your setup will work correctly.

Which VIVE hardware is compatible with my base stations?

Use only the same version of base stations together. Different base station versions are not interchangeable.

Check the table below to see which VIVE hardware you can use with your base stations:

Base station version	Compatible VIVE hardware
1.0	- VIVE headset - VIVE Pro headset - VIVE Pro Eye headset - VIVE controllers - VIVE controllers (2018) - VIVE Tracker (2018) - VIVE Cosmos with VIVE Cosmos External Tracking Faceplate
2.0	- VIVE Pro headset - VIVE Pro Eye headset - VIVE controllers (2018) - VIVE Tracker (2018) - VIVE Cosmos with VIVE Cosmos External Tracking Faceplate

Do I need to use the sync cable?

In general, you don't need to connect your base stations to each other with the sync cable. However, if you have a hanging object from the ceiling that is above the play area or if your base stations need to be positioned low such that your head or hands block the bases from seeing one another, this may affect the syncing of the base stations. You'll need to attach the sync cable.

For details on how to order the sync cable, contact customer care.

1. Attach the sync cable to both base stations and make sure to route the cable outside of your play area.

2. Press the Channel buttons on the back of the base stations so that one base station is set to channel "A" and the other is set to channel "b".

Are the base stations covered by warranty if accidentally damaged?

> The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Please follow the recommended setup instructions for the base stations carefully, since product warranty does not cover accidental damage.

Stop using the base stations if they are damaged, especially if its front panels are cracked.

When VIVE is in use, my TV remote isn't working. What can I do?

> The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

The base stations may affect some nearby infrared sensors, such as those used by an IR TV remote control.

1. Re-adjust the angle of the base stations so that they are not directly facing your TV.

2. Verify that your remote control is working without interference from VIVE.

3. Set up the play area again.

For more information, you may refer to the SteamVR Troubleshooting page.